

TENNESSEE REGULATORY AUTHORITY



FOR IMMEDIATE RELEASE

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DIRECTORY ASSISTANCE PROVISIONS FOR CUSTOMERS OF UNITED TELEPHONE SOUTHEAST

NASHVILLE -- The Tennessee Regulatory Authority (TRA) is reminding customers within the Sprint/United calling areas of the special exemptions associated with use of area-wide Directory Assistance.

The exemptions were mandated by the TRA in September of 1997 to establish guidelines concerning use of directory assistance calls.

There are four established exemptions under which charges for the service would not apply. The most universal of the four allows for *six free directory assistance inquiries per billing period with two allowances per inquiry.*

In addition, directory assistance charges will not apply to:

- *Customers who are unable to use the telephone directory due to physical or visual impairments.*
- *To residential customers 65 years or older upon request.*
- *Calls made from pay telephone locations.*

The charge associated with use of directory assistance to individuals outside of the four previously mentioned exemptions remains the same at .29 cents per inquiry.

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